



ROOTS IN HEALING TRAINING INSTITUTE

Profundizando desde las Raíces

CAMFT-Approved Continuing Education • Provider #1033087

Standard Course Policies

Applies to all CAMFT-approved continuing education courses offered by Roots in Healing Training Institute (Provider #1033087)

REFUND & CANCELLATION POLICY

Refund & Cancellation Policy

Cancellations received at least 48 hours before the course date will receive a full refund. Cancellations received within 48 hours of the course date may apply the balance as credit toward a future training offered by Roots in Healing Psychotherapy & Consultation Services. No refund will be issued for no-shows. To request a cancellation, participants must email jlopezurbina.lcsw@gmail.com with their name, the course title, and the date of the course. Refunds will be processed within 7 business days of the cancellation request. This policy is stated on all promotional materials.

CAMERA & ATTENDANCE POLICY

Camera-On Requirement for CE Credit

To receive CE credit, participants are required to have their camera on for the majority of the training session. If a participant is unable to attend with their camera on, please contact admin.rootsinhealing@gmail.com at least 48 hours before the training to discuss accommodations. Any last-minute concerns regarding camera use on the day of the training should be relayed to the instructor via the chat function. Please note the instructor may not be able to respond until the scheduled break, given the instructional demands of live facilitation.

GRIEVANCE POLICY

A grievance is any complaint, formal or informal, made by a participant or former participant about a provider's course offerings, promotional or educational materials, course site, facilities, or technological resources.

- **Submission:** The participant submits a grievance in writing (email is acceptable) to the Program Administrator or Program Assistant, describing the nature of the concern.
- **Acknowledgment:** The Program Assistant acknowledges receipt of the grievance within 3 business days.

- Review: The Program Administrator reviews the grievance, gathering any additional information needed to reach a fair resolution.
- Response & Resolution: The Program Administrator provides a written response and resolution within 10 business days of the grievance being received.
- Documentation: The grievance, response, and resolution are logged and retained for a minimum of 4 years.
- Escalation: If the participant is not satisfied with the resolution, they may escalate the grievance to CAMFT directly.

NON-DISCRIMINATION & ACCESSIBILITY

- No provider shall discriminate against any individual or group with respect to any service, program, or activity based on gender, race, creed, national origin, sexual orientation, religion, age, or other prohibited basis.
- Providers shall not require attendees to adhere to any particular religion or creed in order to participate in training.
- No provider shall promote or advocate for a single modality of treatment that is discriminatory or likely to harm clients based upon current accepted standards of practice.
- Providers must meet all applicable local, state, and federal standards, including the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. §§ 12101–12213 (2008).

Participants requiring accommodations, including camera-related accommodations, should contact admin.rootsinhealing@gmail.com in advance of the course date so arrangements can be made.

COURSE EVALUATION

Evaluation Review Policy

To receive a certificate of completion, participants must submit a course evaluation. Following each CE course, all participant evaluations are collected and submitted to the Program Assistant, who compiles results within 14 days of the training. Evaluations are reviewed for program, course, and teaching improvements. All decisions regarding course revisions are made by the Program Administrator. Any identified changes are implemented prior to the next delivery of the same course. All evaluation summaries are retained for a minimum of four years.

RECORDS & CERTIFICATES

All course records — including attendance, evaluations, and certificates of completion — are retained for a minimum of four (4) years. Participants may request a copy of their records or a reissued certificate by emailing admin.rootsinhealing@gmail.com with their full name, license number, and the title and date of the course attended. The Program Assistant will acknowledge receipt of the request within three (3) business days and will fulfill the request within seven (7) business days of receipt.

